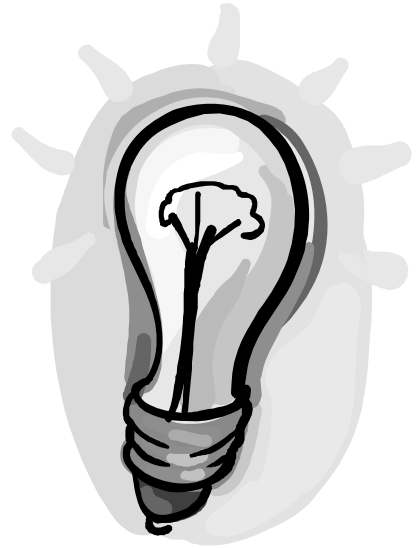
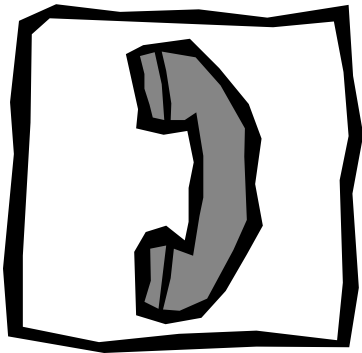


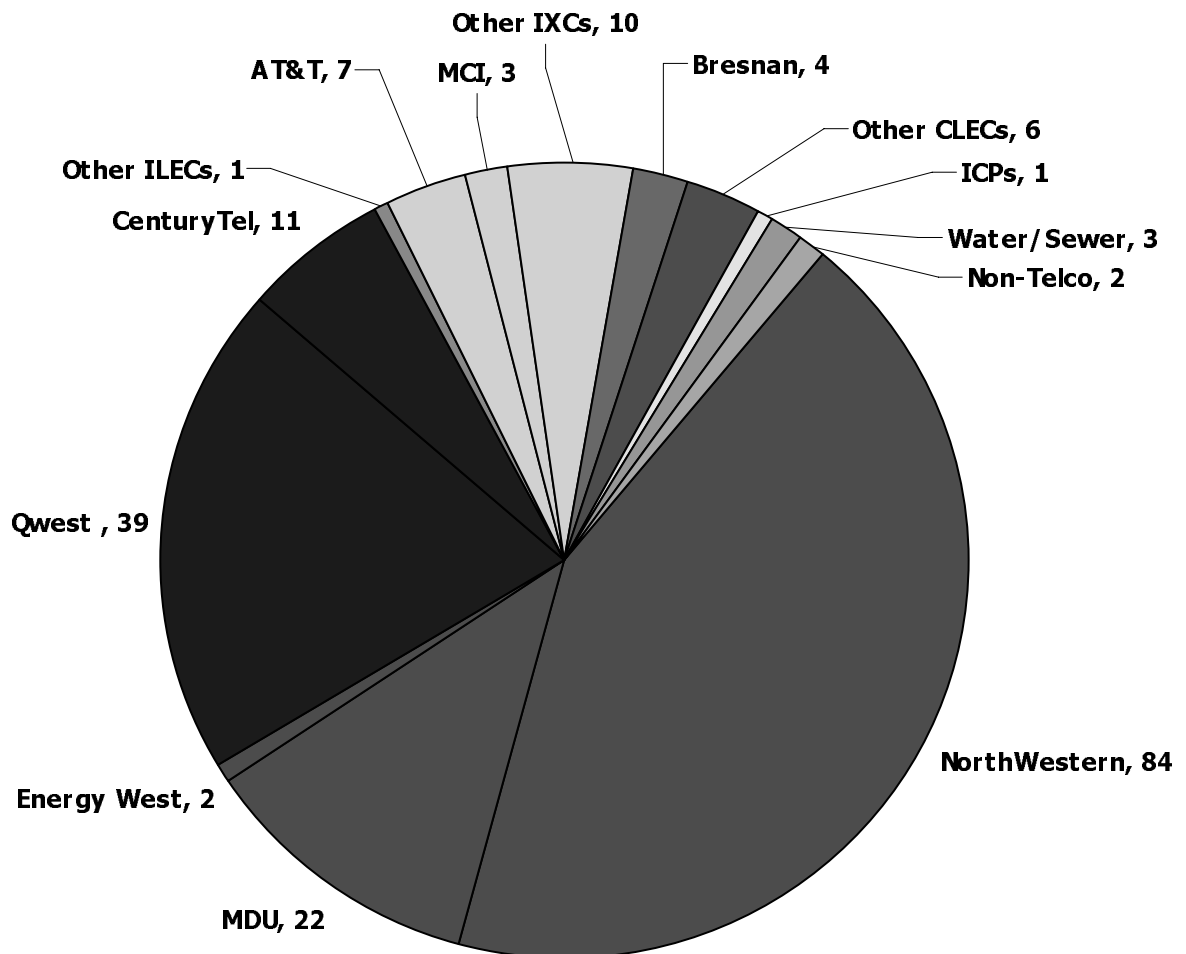
*Utility Consumer Complaints
Report, 3rd Quarter, 2007*



**Montana
Public Service
Commission**



3rd Quarter
2007 Complaints
By Utility
Total—195



ICP— Inmate Calling Providers

Complaint Percentages By Utility

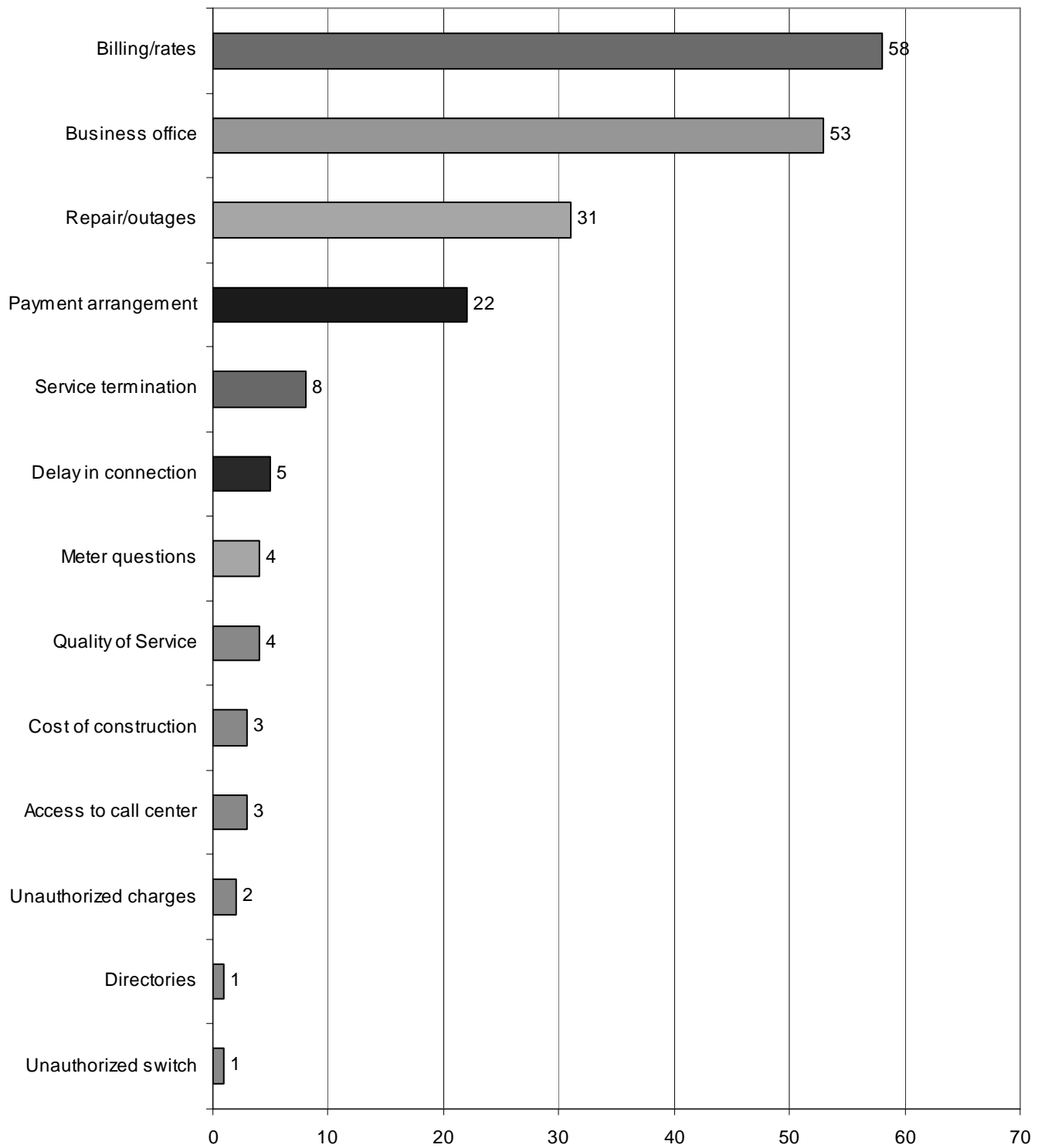
	<u>Weighted Average</u> (Based on '06 Customer Base)	
NorthWestern Energy	43.07%	.023%
MDU	11.28%	.026%
Energy West	1.03%	.007%
Qwest	20.00%	.013%
CenturyTel	5.64%	(based on # of
Other ILECs	0.51%	access lines)
AT&T	3.59%	
MCI	1.54%	
Other IXC's	5.13%	
Bresnan	2.05%	
Other CLECs	3.08%	
ICPs	.51%	
Non-Telco	1.03%	
Water/Sewer	1.54%	
	<hr/>	
	100.00%	

<u>Complaints by Service Type</u>		<u>Percentage of Total</u>
Energy—108		55.38%
Telecommunications—84		43.08%
Water/Sewer—3		1.54%
		<hr/>
Total	195	100.00%

Category and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	11	8	19	10	10	58
2. Business Office	10	9	11	10	13	53
3. Cram	0	1	0	0	1	2
4. Payment Arrangements	3	4	4	5	6	22
5. Access to Business Office	1	1	0	0	1	3
6. Repair	2	4	15	5	5	31
7. Slam	0	1	0	0	0	1
8. Delay in Connection	0	0	5	0	0	5
9. Termination	1	3	3	0	1	8
10. Meter Questions	1	2	1	0	0	4
11. Pay-Per-Call	0	0	0	0	0	0
12. Deposits	0	0	0	0	0	0
13. Cost of Construction	0	2	1	0	0	3
14. Directory Listings	0	0	0	0	1	1
15. Quality of Service	0	2	1	0	1	4
<hr/>						
<u>Total</u>	29	37	60	30	39	195

3rd Quarter 2007 Consumer Complaints By Category



Number of Complaints

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
July	65	60	(7.69%)
August	91	74	(18.68%)
September	93	61	(34.41%)
	—	—	—
Total	249	195	(21.69%)

	<u>2007</u>	<u>2007</u>	
		<u>July</u>	
April	83	60	(27.71%)
		<u>August</u>	
May	62	74	19.35%
		<u>September</u>	
June	64	61	(4.69%)
	—	—	—
Total	209	195	(6.70%)

Number of Calls

	<u>2006</u>	<u>2007</u>	<u>Percent of Change</u>
July	714	619	(13.31%)
August	716	576	(19.55%)
September	638	467	(26.80%)
	—	—	—
Total	2,068	1,662	(19.63%)

	<u>2007</u>	<u>2007</u>	
		<u>July</u>	
April	692	619	(10.55%)
		<u>August</u>	
May	585	576	(1.54%)
		<u>September</u>	
June	608	467	(23.19%)
	-----	—	-----
Total	1,885	1,662	(11.83%)